



California Public Utilities Commission

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News Release

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PUC REJECTS EFFORTS TO STALL IMPLEMENTATION OF THE TELECOMMUNICATIONS CONSUMER BILL OF RIGHTS

SAN FRANCISCO, August 19, 2004 – The California Public Utilities Commission (PUC) today denied a stay of its rules regarding the Telecommunications Consumer Bill of Rights that was requested by certain carriers.

Legal review by the PUC's attorneys determined that the request for a stay lacked merit and that implementation of the Bill of Rights should proceed while any legal challenges by carriers are pursued. (Irrespective of the denial of the stay, carriers are permitted to obtain extensions of time, and have been granted them, for demonstrated good cause.)

"We have cleared another hurdle today in implementing the Bill of Rights and moved another step closer to having these vital consumer protections in place," said Commissioner Carl Wood.

"We worked long and hard to come up with a Bill of Rights that I think is fair in balancing the needs of consumers with consideration for the industry, and I am pleased its implementation will continue," said Commissioner Geoffrey F. Brown.

The Bill of Rights offers fundamental telecommunications consumer protection rules governing telephone and wireless marketing and sales practices, including protections regarding carrier disclosure, marketing practices, service initiation and changes, and billing. More information on the Bill of Rights is available on the Commission's website at http://www.cpsc.ca.gov/PUBLISHED/NEWS_RELEASE/36910.htm.

For more information on the PUC, please visit www.cpsc.ca.gov.

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